Service Level Agreement	Target Performance	Current Performance

Customer Service

Service Level Agreement	Target Performance	Current Performance	
Speed To Answer Calls	90% Calls Answered Under 60 Seconds	95%	🟢
Call Abandonment Rate	Less then 5% Abandoned	1%	🟢
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	99%	🟢
Email Response Rate	98% Response within 1 business hour	100%	🟢
User Sampling Survey	95% Of Satisfied Customers	97%	🟢
Resolution Of Incidents On Time	90% Calls Resolved On Time *(By Grouping)*	98%	🟢

	Target	Performance		
Account Management	8 Business Hours	99.7%	🟢	
Applications	16 Business Hours	95.5%	🟢	*Excluding GMIS & SIRS*
Data Management	32 Business Hours	97.3%	🟢	
Database	32 Business Hours	100%	🟢	
Hardware	40 Business Hours	95.7%	🟢	
Operating System	24 Business Hours	95.2%	🟢	
Telecomm	12 Business Hours	99.3%	🟢	

Network Availability

Service Level Agreement	Target Performance	Current Performance	
CAN Availability (Campus Area)	99.9% Availability	100%	🟢
Dial-Up Availability	99.9% Availability	100%	🟢
Switch Availability	99.9% Availability	100%	🟢
VPN Availability	99.9% Availability	100%	🟢
WAN Availability (Remote Sites)	98.9% Availability	99.7%	🟢

Server and Storage Administration

Service Level Agreement	Target	Performance	Current Performance	
Overall Average Windows Server Availability			99.9%	🟢
Citrix Server Availability	99.9% Availability	100%	🟢	
E-Mail Server Availability	99.9% Availability	100%	🟢	
Shared File Server Availability	99.9% Availability	99.9%	🟢	
SQL Server Availability	99.9% Availability	99.9%	🟢	
Web/App Server Availability	99.9% Availability	99.8%	🟡	
Overall Average Mainframe Availability			94.5%	🔴
IBM Mainframe Availability	99.9% Availability	94.3%	🔴	
IMS Region Availability	99.9% Availability	94.3%	🔴	
DB2 Connect Availability	99.9% Availability	94.9%	🔴	

Account Management

Service Level Agreement	Target Performance	Current Performance	
Disable Network Account Requests	Disabled Within 4 Business hours (98%)	99.4%	🟢
New Network Account Requests	Creation Within 2 Business Days (99%)	99.5%	🟢
Privilege/Rights Change Requests	Change Within 8 Business Hours (97%)	100%	🟢

Field Operations

Service Level Agreement	Target Performance	Current Performance	
New Workstation Installation	Installation Within 5 Business Days (98%)	98.3%	🟢
Peripheral and Software Installation	Installation Within 3 Business Days (98%)	96.8%	🟡

🟢 In compliance
🟡 Within Tolerance
🔴 Out of compliance
⚪ Insufficient data available this month

Run Date   8/6/2008